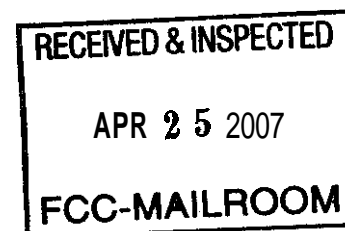


07-57

William A. Gravely

10006 Montelago Lane
Culpeper, Virginia 22701
Phone (540) 825-8770
wgravely@comcast.net



April 17, 2007

Federal Communication Commission
445 12th Street SW
Washington, DC 20554

Attention: Public Comment on Sirius/XM Merger

Dear FCC,

This correspondence is to register my objection to the proposed merger of **Sirius** Radio and XM Radio. Mr. Mel Karmazin, CEO of Sirius told Senator Herb **Kohl** during a Senate hearing on the issue that such a merger would be good for the consumer. As the enclosed one way correspondence clearly suggests Mr. Karmazin's organization **has** no interest in the consumer/customer. For a service provider, I cannot believe the total lack of customer service documented by my experience. I cannot get them to respond to my over billing concern period!

What began **as** a simple billing debate has now become **an** unbelievable experience in corporate arrogance. I have tried telephone, e-mail and snail mail, even writing Mr. **Karmazin**, to get a billing error corrected, **and** would you believe I have never gotten an answer. That is not the type customer service that suggests **an** organization interested in improving service to the consumer. XM Radio might be just as bad but **as** a consumer I would **at** least like the choice.

Sincerely,

William A. Gravely

CC: Mel Karmazin

No. of Copies rec'd 0
List ABCDE

William A. Gravely

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March 22, 2007

Mel Karmazin
Chief Executive
SIRIUS Satellite Radio
1221 Avenue of the Americas
New York, **NY** 10020

Dear Mr. Karmazin,

Your organization's total lack of any suggestion of customer service makes me not believe your suggestion that a merger between SIRIUS and **XM radio** would be good for customers. I have expressed my opinion in a letter to Senator Herb Kohl, and have provided you a copy, just in case you do give a damn about customer service, which **as** my correspondence with, SIRIUS, that **has** been ignored, would suggest you **DO NOT!**

Sincerely,

William A. Gravely

William A. Gravely

*10006 Montelago Lane
Culpeper, Virginia 22701
Phone (540) 825-8770
wgravely@comcast.net*

March 22.2007

Senator Herb Kohl
330 Hart Office Building
U.S. Senate
Washington, DC 20510

Dear Senator Kohl,

Congratulations! According to yesterday's Washington Post you took the CEO of Sirius Satellite Radio to task regarding their plans to merge with XM Radio, suggesting there would then be no competition. In support of your position, and as an example of the total arrogance of this purported service industry provider, I am including a copy of correspondence I submitted to them on February 7, 2007, regarding my effort to resolve **an** over-billing issue. Would you believe I never got a response? Not only did they leave me hanging on the telephone for over 30 minutes when I **first** tried to get this issue resolved, without success, they now have the audacity to not even respond to my letter! This total lack of customer service is unconscionable, and will result in their loss of one customer, which apparently is of no concern. If XM is allowed to merge with Sinus, I **am** left with no alternative, and will simply have to go without a service I have truly enjoyed. If the merger is defeated by the FCC, I have an alternative.

Based on my experience with **Sirius's** total lack of customer service, I encourage you to take all steps necessary to defeat this proposed merge, and thank you for **taking** the position you have. Not being one of your constituents, I **am** not asking for you to **try** and intervene on my **behalf**, expecting this organization would probably ignore correspondence from a U. S. Senator, **as** they have a customer. **Too** bad I don't live in Wis., so I could register my support with a vote even though I am a staunch Republican!

Sincerely,

William A. Gravely

William A. Gravely

*10006 Montelago Lane
Culpeper, Virginia 22701
Phone (540) 825-8770
wgravely@adelphia.net*

February 7, 2007

SIRIUS Satellite Radio
1221 Avenue of the Americas
New York, NY 10020

Dear Customer Service Head Knocker,

HELP! I **am** so frustrated I felt I would **try** to get some attention using the almost antiquated method of the written word. **Your** request to contact **you** via telephone is a joke! Here is my story:

In July 05, I purchased a replacement Jeep Grand Cherokee, which came equipped with SIRIUS Radio. I will admit that I would not have ordered this option, but after activating my free year, I will also admit I **am** a very happy camper. Indeed I bought a receiver for my wife as a **Christmas** present, so we could enjoy SIRIUS in her car. I even **tried** to have it installed in our new Lexus LS430, when we traded in July 06, but apparently you and Lexus were having some problems. Since the receiver worked in the new **car** we just transferred it, and **are** now still enjoying SIRIUS whenever we **get** behind the **wheel**. Sounds like the story of a satisfied customer correct? Well **here** is the rest of the story!

When I activated the second unit in Jan. 06 I asked the customer *rep* about combining the two accounts **so** they would both re-new at the same time, and she suggested I do 6 months on the second unit **so** both would re-new in July, when my free year was up. I didn't **think** anything of it until I was checking my credit card in Jan of this year, and found I had been billed for the full year for **two** units. This caused me to pull up my account and **as** you can see, I **think** I have been royally screwed and tattooed. It appears to me I was billed for a full year last Jan. when I added the second unit, and then on re-newal of my **original** free year, instead of **a** year I was billed for six months. But then in December I got hit with a bill for two units, and then in Jan. for a six month re-newal of something that I can't even imagine what it is. It does not appear I got any discount for having **two** units on the same account.

Now here is where my frustration begins. I tried to pull up my account info. on your web site and the first time I was able to access using my then current user name and password (wgravelyl, 102206). When I tried to get information it seemed to just lock up. Later I tried and got the prompt that I was not using the correct user name and/or password.

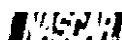
So of course I tried your 888 number, and what a pleasure (not) that was.

I got a busy signal for about **4-5** times, and then when I got that wonderful computer answering service I scrolled through until I found current user, billing issue, push 1. I was disconnected each time I tried this about 8 times. I finally had an epiphany and decided to hit the **5** choice of purchasing a new radio, and of course I got a live person immediately! This lady was very helpful giving me my old user name and password (wgravely and 1022) which I tried while she was talking to me and son of a gun it worked. (Well it worked to access my account to print the attached info. I am including in this epistle for your perusal). But guess what when I try it to listen on line it doesn't work, but the newer user name wgravelyl and password 102206 does, (do you think I might have two accounts?) She then listened to my concern, even thought I guess her job is to sell **radios**, and said it did look like whoever handled the activation of the second unit messed up. She offered to **talk** to her supervisor to see if she could get this matter fixed. She **asked** if I could hold, **so** of c o me having a live person who seemed willing to help me I said yes. Well after holding for over thirty minutes, yes 30!! (good thing I had a speaker phone and you were playing SIRIUS radio in the background) and she not returning I hung up.

So bottom line, I can add XM to the new car and get a new receiver or you can **fix** this mess and save a happy customer. Look forward to hearing from you.

Sincerely,

William A. Gravely

100% COMMERCIAL FREE MUSIC
THE BEST RADIO ON RADIO

ALL CHANNELS / HELP / MANAGE ACCOUNT

SATURDAY APRIL 14 8 51 AM

SIRIUS
SATELLITE RADIOSHOP
SIRIUS**MY BILLING HISTORY**[My Account Home](#)[Log Out](#)[Change Service Address](#)[Change Billing Address](#)[Change Payment Method](#)[View Billing History](#)[Make an Online Payment](#)[Redeem a Gift Card](#)[Add a New Radio](#)[Add SIRIUS Internet
Radio](#)

Your most recent transactions are displayed below. For additional billing history, please contact Customer Care at 1-888-539-SIRIUS (7474).

Trans Date	Bill Number	Service	Description	Amount	Tax	Bill Due Date	Balance
1/11/07			Credit Card Payment	41.94			0.00
1111107	98489978	003055161086	Semi-Annual Service	41.94		1/11/07	41.94
12111106			Credit Card Payment	-142.45			0.00
12111106	90447026	006785421001	Annual Service - 1 Yr Term Billed Annually	142.45		12111106	142.45
7/27/06			Credit Card Payment	-38.52			0.00
7126106	60978178	003055161086	Semi-Annual Service	38.52		7126106	38.52
115106			Credit Card Payment	-93.36			0.00
1/4/06	30639832	006785421001	Annual Service - 1 Yr Term Billed Annually	16.36		1/4/06	93.36
1/4/06	30539832	006785421001	Standard Activation Fee	15.00		1/4/06	15.00

TOTAL

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